




STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene
Mental Hygiene Administration
Spring Grove Hospital Center – Dix Building
55 Wade Avenue – Catonsville, Maryland 21228

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – John M. Colmers, Secretary
Brian M. Hepburn, M.D., Executive Director

TO: PMHS Providers

FROM: Lissa Abrams
Deputy Director 

RE: Important: Updated Claims Submission Information

DATE: July 14, 2009

ValueOptions has entered into an agreement with ACS (MAPS-MD's claims processing vendor) to process claims for dates of service August 31st and earlier. As a result of this agreement, continue to send all paper and electronic claims for dates of services 8/31/09 and earlier to ACS using the *existing* process.

For Paper Claims for dates of service 8/31/09 and earlier, please mail to:

ACS
P.O.Box 7061
Silver Spring, Maryland 20907-7061

For Electronic Claims for dates of service 8/31/09 and earlier:

Providers should continue to access the electronic claims system through their trading partners or their own software.

ValueOptions will be sending out additional information regarding claims processing procedures for dates of service 9/1/09 and later, the future VOMD website, and upcoming provider trainings.

If you have any questions please send to valueoptionstransition@dhmh.state.md.us. Thank you



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Brian M. Hepburn, M.D., Executive Director

TO: PMHS Providers

FROM: Lissa Abrams
Deputy Director, MHA

RE: Important Dates for the Transition from MAPS-MD to Value Options

DATE: July 14, 2009 - Updated

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This memorandum includes important information regarding the transition of functions between MAPS-MD and Value Options. Mental Hygiene Administration's (MHA) goal is for a smooth transition with no disruption in services for consumers or payment for providers. MHA is working and coordinating plans with MAPS-MD, ValueOptions, and Medicaid to facilitate this process.

During the transition all rules for claims submission and authorization apply. All services except for emergency care require preauthorization.

1. Electronic Claims Files –

All MAPS-MD claim files will transfer to ValueOptions. **August 31, 2009 is last day to submit electronic claims under current system.**

ValueOptions will receive files on September 1, 2009. Additional information on methods to submit claims to ValueOptions will be provided later.

2. Paper Claims –

Last date to submit paper claims is August 31, 2009. Additional information for submissions to ValueOptions after September 1, 2009 including a P.O. Box address, will be provided later.

For Paper Claims for dates of service 8/31/09 and earlier, please mail to:

ACS

P.O.Box 7061

Silver Spring, Maryland 20907-7061

3. Authorizations –

The MAPS-MD authorization data files will transfer to ValueOptions. This will include the length and date of the authorization span by individual. August 31, 2009 is the last date to

submit authorization requests for emergency and inpatient services. Submit all non emergency service requests to MAPS-MD through August 30, 2009.

On September 1, 2009 Value Options will accept all new authorizations on ValueOptions web based authorization system. When new and reauthorizations are due, providers will enter information into the ValueOptions' web based authorization system. Further details will be provided at a later date when the system is modified to meet Maryland's requirements.

4. Uninsured Spans

August 31, 2009 will be the last date for providers to submit uninsured eligibility span requests to MAPS-MD.

On September 1, 2009 ValueOptions will accept all requests for uninsured eligibility spans.

5. Payment

Final Payment made by MAPS-MD to providers is August 24, 2009.

September 4, 2009 is the first payment to providers by ValueOptions. After this first payment all future payments will be made weekly on Tuesdays, starting September 8, 2009.

6. Appeals

Submit requests for Retrospective reviews and grievances to MAPS-MD through August 15, 2009. For appeals and grievances for emergency care and current inpatient treatment, including RTC, submit requests to MAPS-MD through August 31, 2009. Value Options will receive appeals and grievances starting September 1, 2009.

7. Communications

The 1-800-888-1965 phone number will continue to be used for access to Maryland's public mental health system for referrals, authorization, and claims information with MAPS-MD operating through August 31, 2009 and Value Options operating September 1, 2009. Value Options will have a web site and on line bulletin board to post information.

Until that web site is operational please submit questions to:

valueoptionstransition@dhhmh.state.md.us and look for announcements on MHA's web site www.DHMH.STATE.MD.US/MHA click "Value Options transition".

Thank you.

CC: MHA Management Committee

Core Service Agency Directors

Jennifer Huber, MAPS-MD

Mary Mastrandrea, ValueOptions Maryland